ARCHITECTURAL CHANGE REQUEST (ACR) FAQ

Community Association Services of Indiana
11711 North College Avenue, Suite 100
Carmel, Indiana 46032
317-875-5600
customerservice@cas-indiana.com
www.associaonline.com / www.townsq.io

What is an ACR – Architectural Change Request?

An ACR is an official community form used to document and approve of any structural, cosmetic, or accessory changes that homeowners wish to complete or construct to their home or on their lot.

Do I need an ACR?

The answer is most likely yes! Before you make *any* changes, improvements, or additions to your home or lot, you must first check with CASI to make sure that you complete an ACR form if required.

Who do I contact?

Please contact our Carmel office at 317-875-5600, or customerservice@cas-indiana.com . You will speak to a customer service representative that can send you an application, connect you to who will be processing it, and answer any questions.

Where can I find my community's application?

You can find your community's application readily available on TownSq, or it can be emailed or mailed to you from our office.

How do I sign up for TownSq?

This interactive portal is specific to your community. It's free, easy to use, and provides access to governing documents, requests/messages to myself and your board members. Please follow the link below to visit www.townsq.io to register your account. If you have an iPhone, you CANNOT register for the first time using the app. You will need to use the browser on your phone or a computer. Be sure you are using Google Chrome. All you need is your account number. Once registered with TownSq, you'll have access to a community forum where neighbors can speak with each other in an open format, a direct line to management and the board, payment portal, governing documents, and more!

When you arrive at the homepage, follow the instructions below:

1. Click "Login"

2. Click "Managed by Associa? Register here"

3. Type in your account number and zip code

4. Click sign up and create your username and password

For a step-by-step process watch this easy to follow You-tube video below:

https://www.youtube.com/watch?v=J2YHOFpnhxw

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Now that you are all set click below to be directed to TownSq:

https://www.townsq.io/

Need to make a payment—easy!

https://www.youtube.com/watch?v=SW2t5DMZSec

What are the requirements for a complete application?

The requirements for a complete application include the following: a detailed ACR form; pictures; samples, blueprints, and/or plans; an official plot plan marked with the location, dimensions, and description of your change, and any additional information requested by the Board or ACR Review Committee. Any structure, improvement, or change interfering with the utility or drainage easements on your property might require an Easement Waiver. Building, planting, or the like along an easement is a homeowner liability. If a utility or drainage company should need said easement for any reason they are allowed to deconstruct to proceed with their work, which the homeowner shall be responsible for and required to ensure their lot complies with the covenants at all times.

What kind of pictures, samples, or plans do I need?

You need pictures or renderings of the type of improvement, the current status of the structure, and a relevant picture of your home or location of the desired change. For fencing applications you will need pictures of the type of fencing you wish to install and pictures of the current fence if you have one, for painting a current picture of your home and color swatch samples, for pools renderings and plans, etc. The more pictures and examples, the better your chances of approval; at least one relevant picture, sample, rendering, blueprint, plan, etc. is required.

What type of siding, paint colors, fencing, sheds, windows, trees, etc. will be approved?

The types of allowed changes are recorded in your community's covenants which can be found in TownSq, emailed, or mailed from our office. If there are no requirements specified in the community covenants or ACR guidelines, it is entirely up to the Board's or ACR Review Committee's discretion.

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What is a plot plan? Do I need one?

A plot plan is a landscaping diagram that shows buildings, property lines, utility easements, roads, etc. in relation to the entirety of your lot. Yes! You need a copy of your official plot plan marked in colored marker the location, dimensions, and details of your desired changes.

How do I get an official plot plan?

Your plot plan was included in your closing documents. If it is unavailable, you can call a land surveyor of your choice to come out and have one drawn for you. Hand drawn plans will not be accepted. Some popular land surveyors for Indianapolis include Stoeppelwerth & Associates Inc. and Paul I. Cripe Inc. The following companies are examples of those that perform this type of work, however, not required to be used or endorsed by either CASI or your Board of Directors. You are encouraged to research and select the company of your choice if a plot plan needs to be created for your property.

Where do I submit my application?

The best way to prepare your completed application for optimal results is to scan your documentation into a single PDF file on the computer, attaching it to an email. Be sure to include your name and address in the subject line. However, there are many ways to submit. You are to contact our customer service team by calling 317-875-5600, emailing customerservice@cas-indiana.com, or mailing to 11711 North College Avenue, Suite #100, Carmel IN, 46032.

What is the ACR Process?

The ACR Process has three stages and requires involvement from you throughout. The first stage is the Request Stage, this is your initial contact with CASI. You will speak to a customer service representative that will answer any questions, supply any forms you may need, and collect your documentation when completed, letting you know when it has been received. Your request is then forwarded to another representative for processing. This is the Processing Stage where your representative will compile what you have and begin a chain of communication – most likely through email – to ensure that your application is complete. This may mean requesting more documentation, pictures, additional forms for you to fill, or obtain clarity on the project. Be sure to check your email frequently once submitting in order to speed this stage along. The last step is the Review Stage, where your representative will submit your application to your community's Board or ACR Review Committee. They let CASI know if they need additional information for approval. If so, your rep will reach out to you. An approval or denial follows at the Board's discretion. You will be emailed of the update and mailed a hard copy letter.

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How long does each stage take?

The Request Stage can take up to two days for an initial response, the Processing Stage can take up to a couple weeks (depending on response times), and for the Reviewal Stage the Board or ACR Review Committee generally take between 30-60 days (per the governing docs) once a completed application with all requested information has been received.

Can my application be expedited?

This is very dependent on what your community's Board allows. Most of the time, applications CANNOT be expedited, so please plan accordingly.

What do I do if I haven't heard back from my representative?

Be sure to check your email before requesting a status update; remember that your Board/ACR Review Committee has up to 30-60 days (per the governing docs) for a decision once a complete application is received. Contact your representative directly or call/email the CASI office at 317-875-5600/ customerservice@cas-indiana.com whenever you have questions or concerns regarding your application.

Who reviews the applications?

Your application is reviewed by local homeowners within your community that have volunteered and been appointed to the Board or the Board's ACR Review Committee division.

What if my application gets denied?

There is no need to worry if your application gets denied. The Board will always supply stipulations as to why the request was not approved. You can reapply while properly incorporating the Board's conditions into your new ACR form.

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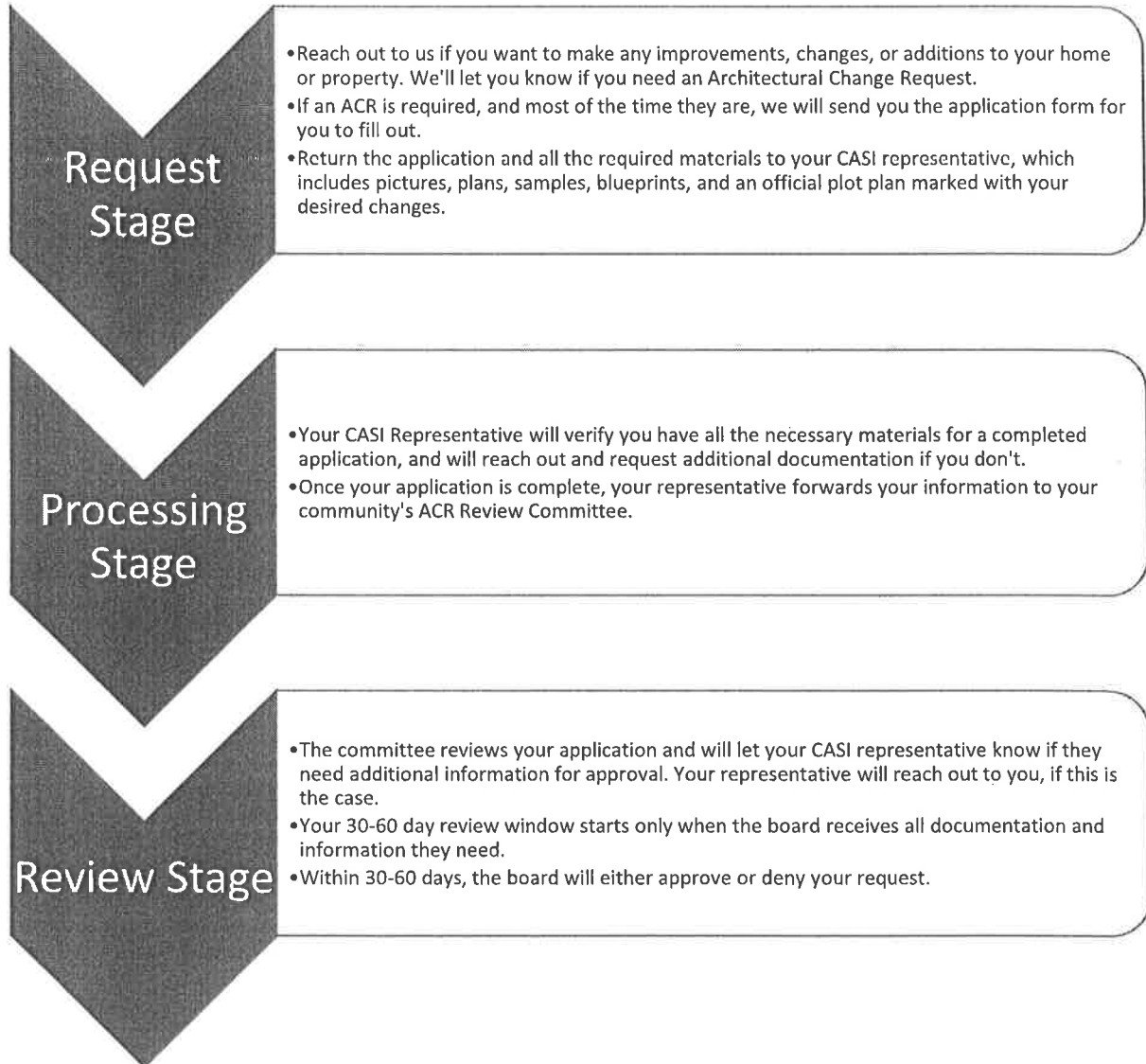11711 North College Avenue, Suite 100
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The Process

Request Stage

- Reach out to us if you want to make any improvements, changes, or additions to your home or property. We'll let you know if you need an Architectural Change Request.
- If an ACR is required, and most of the time they are, we will send you the application form for you to fill out.
- Return the application and all the required materials to your CASI representative, which includes pictures, plans, samples, blueprints, and an official plot plan marked with your desired changes.

Processing Stage

- Your CASI Representative will verify you have all the necessary materials for a completed application, and will reach out and request additional documentation if you don't.
- Once your application is complete, your representative forwards your information to your community's ACR Review Committee.

Review Stage

- The committee reviews your application and will let your CASI representative know if they need additional information for approval. Your representative will reach out to you, if this is the case.
- Your 30-60 day review window starts only when the board receives all documentation and information they need.
- Within 30-60 days, the board will either approve or deny your request.

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ACR Reminders

You need pictures and an official plot plan that is marked in addition to your detailed application form.

- Every application that includes physical changes to your home or lot requires an official plot plan that is marked (in colored marker) the location and dimensions of the request.
- Your plot plan was included in your closing documents. If unavailable, you can call a land surveyor of your choice to come out and create one. Hand drawn plans will be seen as supplemental information and will not take the place of providing an official plot plan.
- The more pictures the better. Clearer documentation will speed the committee's reviewal.

Check your email frequently.

- Just because you have submitted your application to CASI does not mean that it is ready for review. Your CASI Processing Representative will contact you for more information if necessary. The quicker your retreival and response with these items, the faster the Processing Stage will progress.
- Email is the main form of communication. Let either representative know if you would prefer another method.

Your 30-60 day reviewal window does not start until the ACR Committee receives all required materials/information.

- The Request Stage and Processing Stage depend on you. Stay in communication with your representatives in order to speed these processes along.
- Once submitted to The Board or the ACR Committee, your application is actively being reviewed. Email updates will be provided by the CASI Processing Representative.
- The Board/ACR Committee alone can take up to 30-60 days, plan accordingly for all stages of the ACR process.